

Renault New Vehicle Warranty Terms and Conditions
Coverage of the Warranty

The Renault New Vehicle Warranty is in addition to and does not in any way affect the customer's rights under the Sale of Goods and Supply of Services Act, 1980, or any other statutory and common law rights which the customer may have against the seller or manufacturer arising from the purchase of the vehicle.

The **Renault New Vehicle Warranty** covers the cost of repair or replacement of defective parts to repair a material, assembly or manufacturing defect acknowledged by the manufacturer. It also covers consequential damage to the vehicle resulting from the principal defect. The decision whether to repair or replace a defective part shall be at the sole discretion of Renault. Normal wear and tear on certain parts that are subject to wear and tear is not covered by the warranty.

Renault Paintwork Warranty/Anticorrosion Warranty covers the cost of repair or replacement of components with inherent paintwork defects acknowledged by the manufacturer due to any material, manufacturing or application defect. It also covers repair or replacement of bodywork components with perforated paneling.

Applicability:

The customer will benefit from free repair (parts and labour) of any defect concerning materials or assembly noted on the vehicle at the customer's own request. All parts replaced under the Renault New Vehicle Warranty legally become the property of Renault. All operations, parts and labour, carried out under the Renault new Vehicle Warranty are guaranteed until the expiration of the vehicle's contractual warranty.

Geographical Coverage:

The warranty applies to any new Renault vehicle sold in the Republic of Ireland and is applicable as long as the vehicle is driven in and remains registered in one of the following countries: Andorra, Austria, Belgium, Bulgaria, Bosnia-Herzegovina, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Macedonia, Malta, Monaco, Norway, Poland, Portugal, Romania, San Marino, Serbia-Montenegro, Slovakia, Slovenia, Spain, Sweden, Switzerland, The Netherlands and the United Kingdom.

Transfer of Ownership:

Transferring ownership of the vehicle does not alter the application conditions of the Renault New Vehicle Warranty.

Terms of the Warranty

The **Renault New Vehicle Warranty** cover begins on the date of delivery of the vehicle to the customer. The date of delivery is specified on the Warranty and Service Sheet provided to you by your Renault Dealer during the new vehicle handover, and the cover is for a period of 36 months from that date.

SPECIAL NOTE: Parts subject to wear and tear may have reduced cover under the New Vehicle Warranty. Please see below section entitled "Reduced Cover for Parts subject to Wear and Tear" for details.

The **Renault Paintwork/Anticorrosion Warranty** cover begins on the date of delivery of the vehicle to the customer, and the cover is for the period specified on the Warranty and Service Sheet provided to you by your Renault Dealer during the new vehicle handover.

Mileage Limitation: The Renault New Vehicle Warranty provides cover with unlimited mileage in the first 24 months. Mileage is limited in the period from 24 months to 36 months. During the period from 24 months to 36 months if the mileage of the vehicle has exceeded the mileage limitation specified on the Warranty and Service Sheet the Renault New Vehicle Warranty shall be deemed to have expired.

Conditions of the Warranty

General Conditions: All repair work carried out under the warranty must be carried out by a Renault Dealer or a Renault Authorised Repair Centre. To benefit from the warranty the customer must:

- Check that the Date of Delivery and VIN shown on the Warranty and Service Sheet provided to you by your Renault Dealer during the new vehicle handover are correct.
- Notify a member of the Renault dealer network of any defect covered by the warranty and authorise the dealer to carry out the repair by signing the dealership Repair Order.
- Present the maintenance record duly filled in, justifying entitlement to the warranty and showing that the maintenance operations recommended by Renault have been carried out.

Maintenance: The vehicle must be regularly serviced according to the Maintenance Program shown on the Warranty and Service Sheet provided to you by your Renault Dealer during the new vehicle handover, whilst adhering to approved Renault standards as described in the Owner's Handbook in order not to risk invalidating the Renault New Vehicle Warranty should an incident be due to the lack of or quality standard of servicing. You can find contact details for any dealer in the Renault network in Ireland on our website: www.renault.ie.

Application of the Renault Anticorrosion Warranty is subject to strict adherence to the manufacturer's recommendations and to anticorrosion tests on the bodywork and sub frame. These tests must be conducted as scheduled on the Warranty and Service Sheet provided to you by your Renault Dealer during the new vehicle handover. The warranty does not in any way cover any of the costs of servicing or maintenance of the vehicle.

Exclusions from the Renault New Vehicle Warranty: The Warranty does not apply, and Renault and the Renault Network are exempt from all liability, if:

- The vehicle has been used under conditions not in accordance with those stated in the Owner's Handbook, (e.g. vehicle overloaded or taking part in any type of sports competition).
- The defect found has arisen due to the fact that the vehicle has been repaired or serviced not in accordance with the manufacturer's recommendations, or has not been serviced according to the Maintenance Program detailed on the Warranty and Service Sheet provided to you by your Renault Dealer during the new vehicle handover.

Reduced Cover for Parts subject to Wear and Tear:

Certain items have cover that is limited in terms of mileage and age of the vehicle. This limitation of cover is less than the period and/or mileage shown on the Warranty and Service Sheet provided to you by your Renault Dealer during the new vehicle handover. Your Renault dealer will inform you of the warranty coverage on these items.

AA Assistance cover included in the Renault New Vehicle Warranty will provide assistance services in the event that the vehicle is immobilized by a breakdown caused by an unforeseen mechanical, electrical or electronic fault **covered by the Renault New Vehicle Warranty**. The AA assistance services are provided exclusively by AA assistance. The services provided are listed below in the section "Assistance Services".

Conditions for use of the Assistance Services:

The customer or authorised driver of the vehicle and the passengers that are carried on a no-fee paying basis limited to the number of seats noted on the registration document shall benefit from the Assistance Services under the following conditions:

- The vehicle is immobilised due to an unforeseen mechanical, electrical or electronic incident, covered by the Renault New Vehicle Warranty.
- The scheduled repair time according to the Renault repair times manual is greater than 3 hours or the repair cannot be carried out on the same day to avail of (c), (d) and (e) below.
- Hire drive or rental vehicle drivers and their passengers will only be able to avail of the services listed at (a) and (b) below and will not be entitled to any use of services (c), (d) and (e).

To avail of the assistance services the customer must contact AA on one of the free phone numbers shown on the Warranty and Service Sheet. The customer must have the following information ready at hand when phoning:

The exact location of the vehicle; street and number, road and distance, visual landmarks etc...

Vehicle model and registration number.

Contact telephone number where the customer can be contacted.

Assistance Services:

The following assistance services are provided by the AA. The customer shall have no costs to pay up front, except the contact cost and, with regard to the regulations in force any costs incurred for the towing of the vehicle from a motorway or similar route in certain jurisdictions.

WARNING: AA will not pay for any costs paid for by the customer without prior agreement.

(a) **On-site repair:** Wherever possible the AA will arrange for repair on-site.

(b) **Vehicle recovery:** The vehicle will be recovered to the nearest Renault dealer or the dealer of the customer's choice if the vehicle cannot be repaired on-site.

(c) **Accommodation:** In the event that the vehicle is more than 50km away from the customer's usual address, and the if the customer wishes to wait for the vehicle to be repaired, AA shall organise and cover the cost of the customer's accommodation and that of the passengers for three nights in a hotel chosen by AA. Meal, bar and telephone costs (with the exception of breakfast) are not covered.

(d) **Replacement vehicle:** If the repair of the vehicle will take longer than 3 hours according to the Renault Repair Times schedule then AA shall organise a replacement vehicle of category B provided free of charge for a maximum period of 2 days (up to 4 days if two of the days are holidays or weekend days). The use of the vehicle must be made in accordance with the general terms and conditions of the vehicle hire company providing the vehicle. Additional costs, such as additional insurance, tolls or fuel are not covered. The vehicle must be returned to the place from where it was hired. Converted vehicles, such as taxis, refrigerated vehicles, driving school vehicles etc. do not benefit from the replacement vehicle service.

(e) **Connection costs:** Connection costs between stations, airports, hotels, home address and the place where the vehicle is left for repair are covered by AA assistance.

MAINTENANCE APPENDIX

INFORMATION ON THE MAINTENANCE PROGRAMME

The maintenance programme includes the RENAULT service and additional operations. To maintain the original quality of your RENAULT in terms of safety, comfort and performance, you must observe the maintenance programme for your vehicle.

RENAULT SERVICE

The RENAULT service applies to all RENAULT vehicles and always includes oil change, oil filter replacement, checks, top-ups and a check of your vehicle's electronic system. The RENAULT service is carried out at the service intervals specified in the maintenance programme for your vehicle.

A device for checking the oil quality (OCS) (if your vehicle is fitted with one) detects premature degradation of the engine oil caused by certain conditions of use. Refer to the "Certain conditions of use" section. The driver is alerted when a service (in particular, an oil change) is needed by the "service/oil change interval" information displayed on the instrument panel (refer to the vehicle handbook).

The service/oil change interval set by RENAULT includes regularly checking the oil level. Your RENAULT representative is available to carry out this operation and check the other levels, safety parts and for any wear. To do this, a non-obligatory intermediate visit including all these checks is recommended for vehicles for which the oil change is to be performed no later than every 2 years. This is the "Renault Health Check".

ADDITIONAL OPERATIONS

The additional operations are customised to your vehicle: certain parts or fluids (in addition to the RENAULT service) will need to be replaced in accordance with the service intervals specified in the maintenance programme for your vehicle. RENAULT reserves the right to modify its maintenance programme at any time during the vehicle's life, within the framework of its vehicle development policy.

CERTAIN CONDITIONS OF USE

RENAULT recommends that the frequency for replacing certain parts and fluids affected by certain conditions of use should be adapted accordingly.

- At least 50% of journeys at an average speed of less than 18 mph (30 km/h) or with the engine running at idle speed (mainly urban use, taxis, door-to-door driving etc.) (1)
- Prolonged use (+ 3000 miles (5000 km)/year) in temperatures always over + 30°C or under - 15°C
- Driving in a dusty environment (building site, + 600 miles (1000 km)/year on a racetrack etc.)
- Prolonged use (+ 1800 miles (3000 km)/year) in a country with engine oils or fuels that do not comply with RENAULT recommendations
- At least 30% of miles covered towing a trailer or caravan weighing more than 500 kg (for specific vehicles) (1)

The recommended actions to be taken for operations affected by these particular conditions of use are: Change of engine oil, oil filter, cabin filter, air filter, fuel filter	Halve the mileage frequency for recommended replacement in normal conditions of use (2)
Belts and rollers (timing and accessories) (3)	Bring forward the replacement frequency recommended for normal conditions of use by 18,000 miles (30,000 km)